



General Services Administration
Office of Global Supplies & Services, Business Management Office

GSA Global Supply *Vendor EDI Standard Operating Procedure for:* ***(VENDOR NAME)***

June, 09, 2014



The following document outlines processes and procedures incorporated in the design of a standard operating procedure (SOP) document program for GSA Global Supplies & Services, Business Management Office.

Contents

<u>Executive Summary</u>	2
<u>Original SOP</u>	3

Executive Summary

Introduction

GSA Global Supply (GGS), the trusted and reliable supply system of the Federal Acquisition Service (FAS), provides an extensive selection of materials and equipment for government and military customers around the world. The Office of Global Supplies & Services proactively supports the federal community by providing mission-critical collaboration in global supply chain services, including best value access to competitively priced products, strategic partnering alliances, and adaptive solutions.

GSA Global Supply is committed to meeting customer demands by expanding its product base and services, reducing expenses, and increasing operational efficiency. To attain these goals, the GGS office envisioned a world class supply chain with a web based supply store and expanded distribution channels. Out of this desire, the GSA Global Supply vendor direct delivery program, an expanded distribution channel providing a broad spectrum of products to the customer, was created.

The vendor direct delivery program supports FAS' performance goals to **operate efficiently and effectively** and be **financially responsible**. This is achieved by leveraging mature vendor delivery systems currently in place to better meet customer demands while lowering the total operating cost of the FSS supply chain. With the vendor direct program, GSA customers have a greater selection of supplies and products, when they want them, where they want them. **(VENDOR NAME)**, the contractor, provides and ships the products directly to the GSA customer while GGS provides the billing, tracking, and discrepancy processing. This system allows GSA Global Supply to remain transparent, giving it the competitive edge it needs.

Original SOP

Many business rules and procedures were identified, modified, and/or added to successfully integrate the vendor direct program into our current supply business line. Standard operating procedures were established and defined for each key element. Defining these operating procedures ensures a clear understanding of how the overall vendor direct program works and facilitates a successful partnership between **(VENDOR NAME)** and GSA Global Supply.

The key elements are identified as follows:

- Electronic Data Interchange (EDI)
- Shipping
- Expedited Order Processing
- Accessorial Charges
- Customer Inquiries and Complaints
- Discrepancy Procedures
- Vendor Direct Order Status and History
- Technical Support
- Merchandising and Cataloging

Electronic Data Interchange (EDI)

Vendor direct orders are collected and processed via one of the following methods:

- Call Center
- Internet (GSA Global Supply online store or GSA Advantage!)
- Fax
- E-mail
- FEDSTRIP (as part number requisition)

EDI transaction sets are created and transmitted to identify, process, and track all vendor direct orders. The following EDI transaction set types flow between GGS and **(VENDOR NAME)** during the lifecycle of a vendor direct order.

- The *850 Purchase Order Transaction Set* is created for each order transmitted to **(VENDOR NAME)**. 850 transaction sets are transmitted every hour, seven days a week, providing the data for **(VENDOR NAME)** to properly identify and ship the product(s) to the customer.
- The *997 Functional Acknowledgement Transaction Set* is **(VENDOR NAME)** acknowledgement of the receipt of an 850 transaction set. It is sent within 24 hours of receiving the 850 transaction set.

SYSTEM INTERFACE AND INTEGRATION:

Said vendor must be able to conduct business utilizing a standardized EDI method. All transactions will be submitted to and received by the prime contractor only. Under this BPA, GSA will not conduct electronic transactions with the prime contractor's subcontractors or dealers. All electronic communications between GSA and said vendor will be through the GSA EDI Gateway (see Section 1.6.1 below for more information).

1.6.1 Electronic Communications Through GSA's EDI Gateway

GSA has established the EDI Gateway using the standards of EDI business documents detailed in Section 1.6.2 and 1.6.3. As part of the vendor on-boarding process, GSA will work with (**VENDOR NAME**) to set up the communications, accounts, business rules, and other arrangements needed to ensure the EDI interface is setup correctly.

1.6.2. Vendor On-boarding

Vendor on-boarding is coordinated by the GSA GSS Division. GSA GSS will contact the vendor at the direction of the contracting officer as soon as possible after award. On-boarding must be completed no later than 60 days after kick-off for EDI vendors. On-boarding activities include:

- Registration
- Provisioning of key vendor information (e.g. communications protocol, EDI Trading Partner IDs, e-mail addresses, technical POCs)
- Vendor communications set-up and EDI unit testing
- End-to-end testing with GSA

Note: Submission of the vendor's catalog will be to GSA using current mechanisms of EDI or the Schedule Input Program (SIP) process.

The Contractor is required to understand and adhere to GSA business rules and requirements as they relate to:

- Processing of backorders
- Purchase order acknowledgements
- Shipment information
- Delivery information
- Delivery documentation
- Accuracy of data provided to GSA
- Vendor cancellations
- Customer cancellations
- Interpretation of GSA data in order to meet GSA shipping documentation guidelines
- Processing of emergency purchase orders

1.6.3 Government-to-Business Transactions Using EDI

This section provides additional details regarding government-to-business transactions using EDI.

Purchase Order, Electronic Data Interchange (EDI) 850. GSA will submit purchase orders to vendors utilizing EDI 850 transaction with the GSA purchase order data to the vendor.

The EDI Purchase Orders generated by GSA utilize the **EDI 850** transaction set and use, at a minimum, version 3010. **EDI 850** transaction sets are transmitted at least hourly seven days a week, providing the data needed to identify, process, and track all orders. The vendor is required to provide a status, using either or both the Ship Notice/Manifest, EDI 856, or Purchase Order Acknowledgement, EDI 855 detailed below, within 24 hours after a Purchase Order, Purchase Order Cancellation or Purchase Order Change Request (Buyer Initiated) was received.

Purchase Order Change Request, EDI 860. Some examples of the use of the **EDI 860:**

1. Cancellation request of the transaction set. This request cancels a customer order in its entirety or for the full quantity of a line item. GSA receives from the Vendor a cancellation status if the cancellation request was successful or a shipment status if the cancellation request was unsuccessful. 2. An EDI 860 Change Request (Buyer-Initiated) transaction set initiates an overage shipment transaction (the customer desires to retain and pay for the extra items received from the Vendor) and provides the data necessary to generate an invoice that GSA can process. The vendor is required to provide a status, using either or both the Ship Notice/Manifest, EDI 856, or Purchase Order Acknowledgement, EDI 855 detailed below,

within 24 hours after a Purchase Order Cancellation or Purchase Order Change Request (Buyer Initiated) was received.

1.6.4 Business-to-Government Using EDI:

This section provides additional details regarding business-to-government transactions using EDI.

Functional Acknowledgement Transaction, EDI 997. The vendor is required to transmit a Functional Acknowledgement Transaction, EDI 997, to GSA within 24 hours upon receipt of all transaction sets sent from the GSA EDI Gateway.

Purchase Order Acknowledgement, Version 4010, EDI 855. *The vendor may use Purchase Order Acknowledgement, Version 4010, and EDI 855 in place of or in conjunction with the Advance Ship Notice Manifest, EDI 856, as described below.*

Advance Ship Notice/Manifest, Version 4010, EDI 856. The vendor is required to provide additional shipping notification using the Advance Ship Notice/Manifest, Version 4010, and EDI 856 within 24 hours after an order has been shipped to a customer. The EDI 856 transaction set provides the shipment status (ship, cancel or backorder) of an order. For export shipments that cannot be mailed, this transaction set informs GSA of the Consolidation and Containerization Point that received the shipment.

Invoice, EDI 810. In order to invoice GSA, the vendor must utilize the Invoice (EDI 810 transaction set), using at a minimum version 3010. The EDI 810 transaction set is sent to FEDPAY to initiate payment to the Contractor.

NOTE: THE CONTRACTOR SHALL INVOICE AT TIME OF SHIPMENT.

Communications Protocol: The Contractor may choose a Value Added Network (VAN), 3rd party service provider or direct connections using Secure File Transfer Protocol (SFTP) to conduct business with GSA, sending and receiving Electronic Data Interchange (EDI) transactions.

Additional Technical Information for Transactions:

Specifically, at a minimum, GSA will use the Reference Number (REF) segment with '2I' qualifier to receive the tracking number and carrier information of the shipment; the Date/Time Reference (DTM) segment with qualifiers '011' for shipped dates and '139' estimated ship dates, and the PRF segment will house the contract number and the release/delivery order number in PRF01 and PRF02, respectively.

GSA will be notified once the Purchase Order has been received, via the EDI 997 transaction set and once the order has been shipped, via the EDI 855 or 856 transaction set.

Please note that other EDI transactions may become mandatory as the program evolves.

Resources:

Documentation for these transaction sets can be found on the Vendor Support Center's (VSC) webpage. The web site is available as a resource for researching details on the above business-to-government and government-to-business transactions.

EDI: Vendor Direct EDI Documentation, available at <https://vsc.gsa.gov/EDIUser/eddven.cfm>

Note: On initial screen, point to the "Getting on Advantage" tab, EDI Documentation. Click on "Vendor Direct EDI Documentation" line.

1.6.5 **Testing:**

Post award, GSA will coordinate testing between the Contractor and GSA. GSA will coordinate end-to-end testing with GSA systems, and the Contractor's systems. At a minimum, the following transactions will be tested:

- 850 purchase/delivery order
- 997 functional acknowledgement
- 855 purchase order acknowledgement
- 856 advance ship notice/manifest
- 860 PO cancellation/buyer initiated change
- 810 invoice

GSA may select up to 25 items from the Contractor's catalog for end-to-end testing and may elect to conduct testing with live (production) orders.

For any EC/EDI clarifications please contact the GSA EDI Helpdesk at 703-605-9444.

For major or lingering issues, please contact the GSA Global Supply Business Management Office; point of contact: Susan Ivins, 703-283-6573, susan.ivins@gsa.gov.

Shipping

Five shipping methods have been identified for all direct delivery vendors ([Attachment A](#)). The following business rules were defined, in addition to the standard requirements and shipping methods, for all **(VENDOR NAME)** export and domestic shipments:

- **(VENDOR NAME)** will cancel an item or order if it is discontinued, no longer in stock, or cannot be filled in its entirety. Substitution of a product is not allowed. **(VENDOR NAME)** notifies the National Customer Service Center (NCSC) at 1-800-525-8027 selecting option 2, if an item or order is cancelled.
- If an order is shipped from a single location, **(VENDOR NAME)** prepares the order as a single shipment. (Items must be consolidated prior to arriving at the Freight Forwarder, CCP (<http://www.landandmaritime.dla.mil/Offices/Packaging/OCONUSpkg.asp>), USPS (<https://www.usps.com/ship/apo-fpo-guidelines.htm>), SPOE or APOE)
- For export orders, if one item of a shipment cannot be shipped, the entire shipment must be sent by way of the most restrictive item via (Freight Forwarder, CCP, USPS, SPOE or APOE).
- For export freight orders, **(VENDOR NAME)** can palletize all items onto one skid if there are multiple customer orders; however, each order must be clearly marked with a transitioning node(s) CCP, Freight Forwarder, SPOE/ APOE packing list and ultimate consignee name.
 - Every piece of freight requires either a MSL, or at least a TCN for freight forwarding. This avoids the problem when freight is broken down and individual boxes are separated.
 - For every export shipment, include a DD Form 1348 both for military and commercial shipments.

Packing List

The **(VENDOR NAME)** commercial packing list consists of the following elements: ([Attachment B](#)).

Order level data:

1. GSA logo
2. Return address:
 - GSA Global Supply
 - C/o [vendor direct contractor name]
 - vendor direct contractor address
 - For customer service, call 1-800-525-8027 and select option 2
3. Customer order number (8–10 numeric; number is returned on the 856 transaction set) (GGS)
4. Document or requisition number (14 A/N; returned on the 856 transaction set when not blank) (GGS)
5. Printed date (format: MM/DD/YYYY) (**VENDOR NAME**)
6. Activity address code (AAC) (six A/N; place after Ship To: title) (GGS)
7. Ship to address: (GGS)
 - Address 1 (35 A/N; all 35 required to be visible)
 - Address 2 (35 A/N; all 35 required to be visible)
 - Address 3 (35 A/N; all 35 required to be visible)
 - City, state, and zip (35 A/N; all 35 required to be visible)
8. Marketing message (120 A/N; all 120 must be visible, may be blank; bottom of packing slip) (GGS)
9. Agency internal code (six A/N; may be blank) (GGS)
10. Priority code (PRI) (two A/N; **default to 06 if blank**) (GGS)*
11. Project code (PRJ) (three A/N; may be blank) (GGS)*
12. Required Delivery Date (RDD) (three A/N; may be blank) (GGS)*
13. Transportation Control Number (TCN) (17 A/N; may be blank) (GGS):
 - GGS provides the initial TCN on the 850 transaction set for orders supplied to **(VENDOR NAME)**
 - For domestic, export mail, and non-military orders, the TCN may consist of any numbering convention or be left blank. If the TCN is missing the PO plus XXX can be used instead.
 - For export shipments, the TCN is **mandatory** and:
 1. **(VENDOR NAME)** is required to increment the sixteenth position of the TCN starting with “A” (excluding I and O) if:
 - An order consists of two or more boxes and the boxes are shipped on **different days**.
 - An order is filled from more than one physical location.
 2. **When an order originates from a Call Center**, the TCN must be a customer-provided document number **plus** three X’s; **or** the customer DODAAC plus the Julian date (YDDD), “M”, the last three digits of the order number, and three X’s.
 - The DODAAC must be validated against the Customer Address File (CAF).
 - The DODAAC cannot begin with GQ, GP, GY, GX, GZ, or GU.
 3. **When an order originates from Advantage! /GGS**, the TCN may be the customer’s TCN **or** must be the customer DODAAC plus the Julian date (YDDD), “M”, the last three digits of the order number, and three X’s.
 - The DODAAC must be validated against the CAF.
 - The DODAAC cannot begin with GQ, GP, GY, GX, GZ, or GU.
14. Mark-for data (two lines of 45; all 45, per line, are required to be visible)

* Used to determine transportation priority.

Line level data:

- A. Part number **(VENDOR NAME)**
- B. Description **(VENDOR NAME)**
- C. Quantity of shipped *and* backordered items **(VENDOR NAME)**
- D. Unit of issue (each = EA; box = BX) **(VENDOR NAME)**
- E. Extended weight (LB) at line item and two decimal display **(VENDOR NAME)**
- F. Unit selling price (GGS)
- G. Extended price **(VENDOR NAME)**
- H. Extended order total **(VENDOR NAME)**
- I. Document or requisition number (14 A/N; may be blank; data will differ for each part number.) (GGS)
- J. Tracking number **(VENDOR NAME)**: Although the tracking number is usually provided by the carrier at the order level, the contractor is required to display the order level tracking number at the line level. If a line level is split or shipped separately, the tracking number for each separate shipment (per line level) must be displayed.
**** Level 6 data is required for POD proof of delivery ****

Shipping Label

The **(VENDOR NAME)** shipping label ([Attachment C](#)) contains the elements listed below:

- 1. Transportation Priority (TP) number (one numeric; must be displayed) (GGS)
 - This field can be left blank on domestic, mailed APO/FPO export, and all orders sent to export packing facilities.
 - For orders sent directly to the Defense Transportation System (DTS), **(VENDOR NAME)** must construct the TP number according to current regulations.
- 2. Project code (three A/N) (GGS)
- 3. Required Delivery Date (RDD) (three A/N; GGS)
- 4. Transportation control number (bar coded; clear text below bar code; required for MILS documents)
- 5. GSA logo
- 6. GSA Global Supply header
- 7. Printed date **(VENDOR NAME)**
- 8. Foreign Military Sales (FMS) case (three alpha-numeric characters) (GGS)
- 9. Customer order number (8–10 numeric)
- 10. From address:
 - **GSA Global Supply**
 - C/o [vendor direct contractor name]
 - vendor direct contractor address
 - For customer service, call 1-800-525-8027 and select option 2

11. Ship to:

- Domestic shipments: One address is provided on the 850 EDI transaction set for this field.
- Export shipments:
 - **(Less than 150 pounds for the entire order and all items that can be mailed are 70 pounds or less per piece):** Write the APO/FPO mailing address (do not include the in-country address, even if it is provided by GGS).
 - **(Greater than 150 pounds for the entire order or one or more items that cannot be mailed):** Write the New Cumberland or Tracy Depot address or relevant forwarding activity, if exporting directly.
 - **(All locations in Hawaii, Puerto Rico, the Virgin Islands, and Alaska):** Write the New Cumberland or Tracy Depot address or relevant forwarding activity, if exporting directly.

Note: 1) See www.USPS.com ([Attachment H](#)) for guidance regarding mailing requirements (.i.e. size, content, weight, etc.)

12. In-country address: Write the in-country address here **only** when the shipment is export freight or cannot be mailed (four lines x 35) **plus** add Mark-for “marks” (MAN segment) data (two lines x 45) (Free form)

Note: If no “mark for” data is provided at the header level, use the “mark for” data provided by the first line item.

13. Piece number of the particular shipment piece to which the label is attached (bar coded if MILS).

14. Shipping materials: **(VENDOR NAME)** may only display their logo on the shipping box.

15. Return label: **(VENDOR NAME)** return label must have the following elements:

- GSA Returns
- C/o [vendor direct Contractor name]
- vendor direct Contractor address
- For customer service, call 1-800-525-8027 and select option 2

Special Requirements:

• *U.S. Postal Customers*

Orders to U.S. Postal customers can only be shipped via the U.S. Postal system (United Parcel Service [UPS] shipments are rejected). The 850 transaction set specifies U.S. Postal customers via the activity address code (AAC).

Note: If the first two positions of the AAC reflect **18, GP, GQ, or GZ**, the customer is a U.S. Postal customer.

• *Overseas Addresses*

GGS provides up to two addresses to **(VENDOR NAME)** (on the 850 transaction set) for all overseas orders. Based on the criteria in ([Attachment A](#)), **(VENDOR NAME)** will use the following addresses as needed.

- APO address (where the state code = **AA, AE, AP** or **HI, AK, PR**, or **VI** for locations in Hawaii, Alaska, Puerto Rico, and the Virgin Islands that do not have a valid APO)
- Consolidation and Containerization Point (CPP) address (e.g., New Cumberland or Tracy).

Note: See Appendix D – Export Shipments for details

- In-country address (physical location of the customer overseas; e.g., Wiesbaden, Germany)

Accessorial Charges

Accessorial charges are fees imposed by **(VENDOR NAME)** for inside deliveries, bad addresses, and restocking items.

Inside Deliveries

Inside deliveries are extra deliveries made at a client site. These deliveries are to a specific floor or room, instead of the loading dock. Charges are incurred if the shipment is in excess of \$100 and the NCSC determines that the charge is valid based upon data provided by **(VENDOR NAME)**. This data must be a hard copy invoice which, at a minimum, must include:

- The purchase order number;
- The customer point of contact and telephone number;
- The date of delivery; and
- Documented proof of inside delivery.

Bad Addresses

A bad address is an incorrect "Ship to" address provided by GSA for order fulfillment. When a delivery cannot be completed because of a bad address, **(VENDOR NAME)** notifies the NCSC. The NCSC researches the correct shipping address and provides it to **(VENDOR NAME)** so the order can be reshipped.

*Note: There is no charge to the Government for bad addresses at this time. Bad address charges are being tracked by **(VENDOR NAME)** and will be revisited at a later date.*

To reduce the number of bad addresses processed, the NCSC initiated the following resolutions for each address type.

Address Type:	Resolution:
DOD customers:	Ask customer to update address via the agency point of contact.
Non-DOD customers:	Request an update via the CAF team (FX); FLI provides a point of contact.
Alternate address:	Contact the CSC for an update. Address only exists in the CSC system.
One-time change:	Address is in the CSC system. No correction unless order is reshipped.

Restocking

A restocking fee is a charge levied by **(VENDOR NAME)** for restocking customer-returned items. Restocking fees do not apply to brick and mortar stores. Restocking fees are not imposed on orders returned due to contractor error. When the customer wants to return an item, they must first contact the NCSC to determine if the return can be made and establish whether a restocking fee will apply.

- If the return is due to customer error, **(VENDOR NAME)** issues a customer credit memo for the value of the returned item(s) minus the restocking fee. The customer must pay for the return transportation.
- If the return is due to GSA error, GSA absorbs the restocking fee and credits the customer for the returned item(s). Transportation charges are negotiated between GSA and the customer.

Customer Inquiries and Complaints

All customer inquiries and complaints should be directed by e-mail (ncsccustomer.service@gsa.gov) or telephone (1-800-488-3111) to the NCSC for resolution.

Discrepancy Procedures

All discrepancies related to **(VENDOR NAME)** services are handled by the National Customer Service Center. Domestic order discrepancies must be reported within 30 days of the ship date and export order discrepancies must be reported within 120 days of the ship date. For each discrepancy, the contractor has 15 days to resolve the situation and the NCSC performs all follow up on any customer issues. The following discrepancy categories and procedures are discussed in this section:

- Overages
- Wrong Items Shipped
- Merchandise Shortage
- Damaged Item(s)
- Refused Shipments
- Returns

- Cancellations
- Quality Issues

Overages

An overage is an excess quantity of items delivered that may be kept or returned at the customer's discretion. The proper GGS and contractor overage discrepancy procedure depends on the customer's decision.

1. *Customer keeps the overage (TD code "SO"):*

TBD - pending the implementation of the Order Management System in the future.

2. *Customer returns the overage (no transactions against the **(VENDOR NAME)**):* A customer orders 100 items and receives 150 but does not want the extra items. The customer contacts the NCSC to report the overage and initiate the return process. The NCSC creates a ticket in VISION and contacts **(Point of Contact)** from **(VENDOR NAME)** at **(VENDOR Contact Phone #)** to arrange for the return of the overage item(s). Based on their return policy, **(VENDOR NAME)** determines whether the customer keeps or returns the item(s), at no charge. If the items are to be returned, **(VENDOR NAME)** issues a Merchandise Return Authorization (MRA), faxes it to the NCSC for the customer to use as a return packing slip and arranges for the pickup and shipment of the returned item(s).

Wrong Items Shipped

The wrong items can be shipped to a customer because of contractor, customer or GGS error. When the wrong items are shipped, the discrepancy procedure to use depends on who caused the error.

1. *Contractor Error:* A customer receives the wrong item(s) due to contractor error and contacts the NCSC. The NCSC creates a ticket in VISION and contacts **(VENDOR POC)** from **(VENDOR NAME)** at **(VENDOR POC PHONE#)** for disposition instructions and discrepancy resolution. **(VENDOR NAME)** reships the item(s), at no charge (if they are less than or equal to \$100 per line item without dispute). For line-item values over \$100, determines, at its discretion, whether to reship or initiate a customer credit/vendor offset (the customer would then need to place a new order).
2. *Customer or GSA error; TD code "MC":* A customer receives the wrong item(s) due to customer or GSA error and contacts the NCSC. The NCSC creates a ticket in VISION and contacts **(VENDOR POC)** from **(VENDOR NAME)** at **(VENDOR POC PHONE#)** to get disposition instructions and initiate a customer credit/vendor offset as illustrated in ([Attachment F](#)) The credit/offset process closes out the initial purchase order. If the customer wants the correct item(s) shipped, NCSC will request a no charge replacement from **(VENDOR NAME)**

Merchandise Shortage

When there is a shortage of merchandise, the proper discrepancy procedure to use depends on the type of shortage.

1. *Total Non-receipt:* Merchandise delivery is past due and the customer did not receive the order. The customer contacts the NCSC for the shipment status. The NCSC contacts **(VENDOR POC)** from **(VENDOR NAME)** at **(VENDOR POC PHONE#)** to obtain proof of delivery. If proof of delivery is found, there is no reshipment. If proof of delivery is not found, the NCSC requests a reshipment at no charge (if the line item value is less than or equal to \$100.00). For line item values over \$100.00, **(VENDOR NAME)**, at their discretion, either reships or initiates a customer credit/vendor offset (the customer would then need to place a new order).
2. *Piece Shortage (a box is missing from the entire shipment):* The customer did not receive the entire order (e.g., box 1 of 3 is missing). The customer contacts the NCSC for a shipment status and provides an Annotated Delivery Receipt (ADR) indicating the shortage. The NCSC contacts **(VENDOR POC)** from **(VENDOR NAME)** at **(VENDOR POC PHONE#)** to obtain proof of delivery and provide the ADR. If proof of delivery is found, there is no reshipment. If proof of delivery is not found, the NCSC requests a reshipment at no charge (if the line item value is less than or equal to \$100.00). For line item values over \$100.00, **(VENDOR NAME)**, at their discretion, either reships or initiates a customer credit/vendor offset (customer would then need to place a new order).
3. *Hidden Shortage (concealed shortage):* The customer notices the shipment is missing merchandise after receiving the order. The customer contacts the NCSC, who opens a ticket in VISION and asks the following questions before contacting **(VENDOR NAME)**:
 - What is the condition of the box? Does it look like merchandise may have been lost?
 - Does the part number have a ship quantity other than "0"? A ship quantity of "0" means the item is backordered.
 - If the part number is not listed, is there a note stating "balance of merchandise shipping from alternate location(s)"?
 - If this statement appears, the item may be shipping in a separate order from another facility.
 - If the item is not listed and there is no note, the item may not be on order.

The NCSC then contacts **(VENDOR POC)** from **(VENDOR NAME)** at **(VENDOR POC PHONE#)** to request a missing merchandise reshipment at no charge (if the line item value is less than or equal to \$100.00). For line item values over \$100.00, **(VENDOR NAME)**, at their discretion, either reships or initiates a customer credit/vendor offset (the customer would then need to place a new order).

Damaged Item(s)

Merchandise can be damaged due to carrier negligence or improper contractor delivery packaging. When merchandise is damaged, the customer contacts the NCSC and provides an ADR listing the damage to the shipment. If the damage is hidden (noticed after delivery), the customer must call the carrier to obtain an inspection report or a written waiver. The NCSC opens a ticket in VISION and contacts **(VENDOR POC)** from **(VENDOR NAME)** at **(VENDOR POC PHONE#)** to provide the shipment report or waiver and obtain disposition instructions for the damaged item(s). The NCSC requests a reshipment at no charge (if the line item value is less than or equal to \$100.00). For line item values over \$100.00, **(VENDOR NAME)**, at their discretion, either reships or initiates a customer credit/vendor offset (the customer would then need to place a new order).

Refused Shipments (TD code "MC")

The customer can refuse a shipment if they did not place the order (wrong address) or if it was cancelled but not processed prior to shipment. When a shipment is refused, **(VENDOR NAME)** contacts the NCSC to resolve the refused shipment disposition. The NCSC confirms the address and determines if the order needs to be reshipped or cancelled. If the order is reshipped, the shipment is sent to the correct address. If it is cancelled, a customer credit/vendor offset is processed as illustrated in ([Attachment F](#)).

Returns (Customer Credit/Contractor Offset; TD code "MC")

For all **(VENDOR NAME)** merchandise returns,

1. The customer contacts the NCSC to return the item(s) and receive the appropriate credit. The NCSC opens a ticket in VISION and contacts **(VENDOR POC)** from **(VENDOR NAME)** at **(VENDOR POC PHONE#)** to initiate the return. The NCSC provides the VISION ticket number to the **(VENDOR NAME)** Customer Service Representative (CSR) and waits for the decision, based on **(VENDOR NAME)**'s return policy, whether the customer will be instructed to dispose of, keep, or return the unwanted item(s).

Note: (VENDOR NAME)'s return policy states, "If market price for the item is under \$20, (VENDOR NAME) may instruct the NCSC to have the customer keep the item(s) at no charge. Should the item(s) be returned, (VENDOR NAME) provides an MRA to the NCSC who then faxes it to the customer for use as a packing slip for the return."

2. All returns are sent to c/o **(VENDOR NAME)** at the shipping address provided on the label and packing list. Once **(VENDOR NAME)** receives the returned item(s), a credit memo is emailed to: [ncsccustomer.service@gsa.gov](mailto:ncscustomer.service@gsa.gov)
3. The Kansas City Finance Office notifies the NCSC when they receive the credit memo. The NCSC issues a "money-only credit" transaction (TD code "MC") in the CSC system for the customer to receive a credit. Based on the credit memo sent, the Kansas City Finance Office will offset **(VENDOR NAME)**'s next payment (in FedPay) to recoup the charges for the returned item(s); see ([Attachment F](#)).

Cancellations (860 transaction set)

The GGS and **(VENDOR NAME)** procedures used when a customer cancels an order vary according to the status of the order at the time of cancellation.

Note: Line items for an order can be cancelled online or through the CSC system provided the items have not shipped.

- For orders that have not been shipped (“clean” cancellation):
 1. The customer contacts GGS to cancel an order.
 2. An 860 cancellation transaction set is sent to **(VENDOR NAME)**.
 3. **(VENDOR NAME)** sends an 856 transaction set to GGS with a cancelled status.
 4. No order is shipped to the customer.
- For orders that have been shipped:
 1. The customer contacts GGS to cancel an order.
 2. **(VENDOR NAME)** sends an 856 transaction set to GGS with a shipment status.
 3. **(VENDOR NAME)** submits an 810 transaction set for payment.
 4. GGS bills the customer based on the 810 transaction set.
 5. The customer receives the merchandise and contacts the NCSC to begin the customer credit/vendor offset process.

Quality Issues (TD code “MC”)

For product quality issues, e.g. items that are poor or defective, the customer contacts the NCSC for assistance. The NCSC obtains the necessary information from the customer and opens a ticket in VISION. The NCSC contacts **(VENDOR POC)** from **(VENDOR NAME)** at **(VENDOR POC PHONE#)** to initiate a customer credit/vendor offset and obtain disposition instructions for the merchandise or shipment. The NCSC provides the VISION ticket number to the **(VENDOR NAME)** CSR and receives the MRA information. If the customer wants the item(s) shipped again, NCSC will request a no charge replacement from **(VENDOR NAME)**

Vendor Direct Order Status and History

The vendor direct order status is provided on the following websites:

- <http://callcenter.fas.gsa.gov/> (for use by GGS sales reps and NCSC)
- https://www.gsaglobalsupply.gsa.gov/advantage/main/start_page.do (for use by GGS customers)

Technical Support

The following technical support telephone rules and procedures were established for both **(VENDOR NAME)** and GGS personnel in an effort to keep the vendor direct program transparent to all GSA Global Supply customers.

Technical support business rules

- **(VENDOR NAME)**'s technical point of contact is available for questions relating to their website, products, stock availability, delivery status, or discrepancies by calling **(VENDOR POC PHONE # AND EMAILS)**
- GGS will "host" all customer technical questions via **(VENDOR NAME)**.

Technical support telephone procedures

- **For GGS representatives:**
 1. If you have a GGS customer on the line that needs technical assistance, let the customer know that you are calling a technical advisor to help with the question(s).
 2. Put the customer on hold.
 3. Call the **(VENDOR NAME)** technical point of contact, identify yourself and let them know why you are calling:
"This is (name) from GSA Global Supply."
 4. After contact with **(VENDOR NAME)** is made, conference in your customer.
 5. Introduce the technical team member to your customer and start troubleshooting the question(s).
"I have (technician's name) on the phone who will be able to help us with this question."
- **For (VENDOR NAME):**
 1. If the GSA customer asks a member of the **(VENDOR NAME)** technical team for a direct contact number, respond in the following manner:
"Please continue to call GSA Global Supply at 1-800-525-8027 for any customer support services, including placing an order or resolving a discrepancy. They will get us on the telephone for you if you have any technical support questions."

Merchandising and Cataloging

Merchandising

The goal of the GSA Global Supply merchandising team is to present the customer with the best assortment of merchandise without compromising the effectiveness and efficiency of GSA Global Supply's fulfillment channels. The GGS merchandising team achieves this by conducting Essentially-the-Same (ETS) reviews on National Stock Number (NSN) to identify and take appropriate action on products that are ETS as those in the traditional GGS merchandise mix.

ETS-NSN Items

ETS-NSN items are products with exactly the same model number and unit of issue or products of equal quality with different model numbers or manufacturers that offer the same specifications and features as those items sold under the traditional GGS merchandise mix. Exceptions may be made for items that are ETS as GGS Special Order Program (SOP) items offered under significantly better contract terms. If an item is identified as ETS-NSN, the merchandisers identify the matching NSN and capture this information to be cross-referenced and noted in GSA Global Supply's Product Information and Communications System (PICS) database.

Cataloging

The GSA Global Supply catalog is designed to present the most attractive and informative product assortment possible to the customer. The procedures, requirements and specifications for all catalog modifications are detailed below.

Product Images

(VENDOR NAME) will provide high-resolution images appropriate for various promotional materials (catalogs, brochure's, flyer's, etc.) as needed. The specifications for these high resolution images must be:

- High-resolution, 300 dpi
- CMYK Tagged Image File (.tif) format.
- 8 bits per channel.
- No alpha channels with file.
- 3" x 3" image size, unless several parts are required to show sufficient detail, like multi-piece kits.

Product Descriptions and Categorization

Accurate and complete product descriptions and categorizations enable customers to improve the ease with which they locate and select products and make informed buying decisions. To facilitate the descriptions, **(VENDOR NAME)** provides:

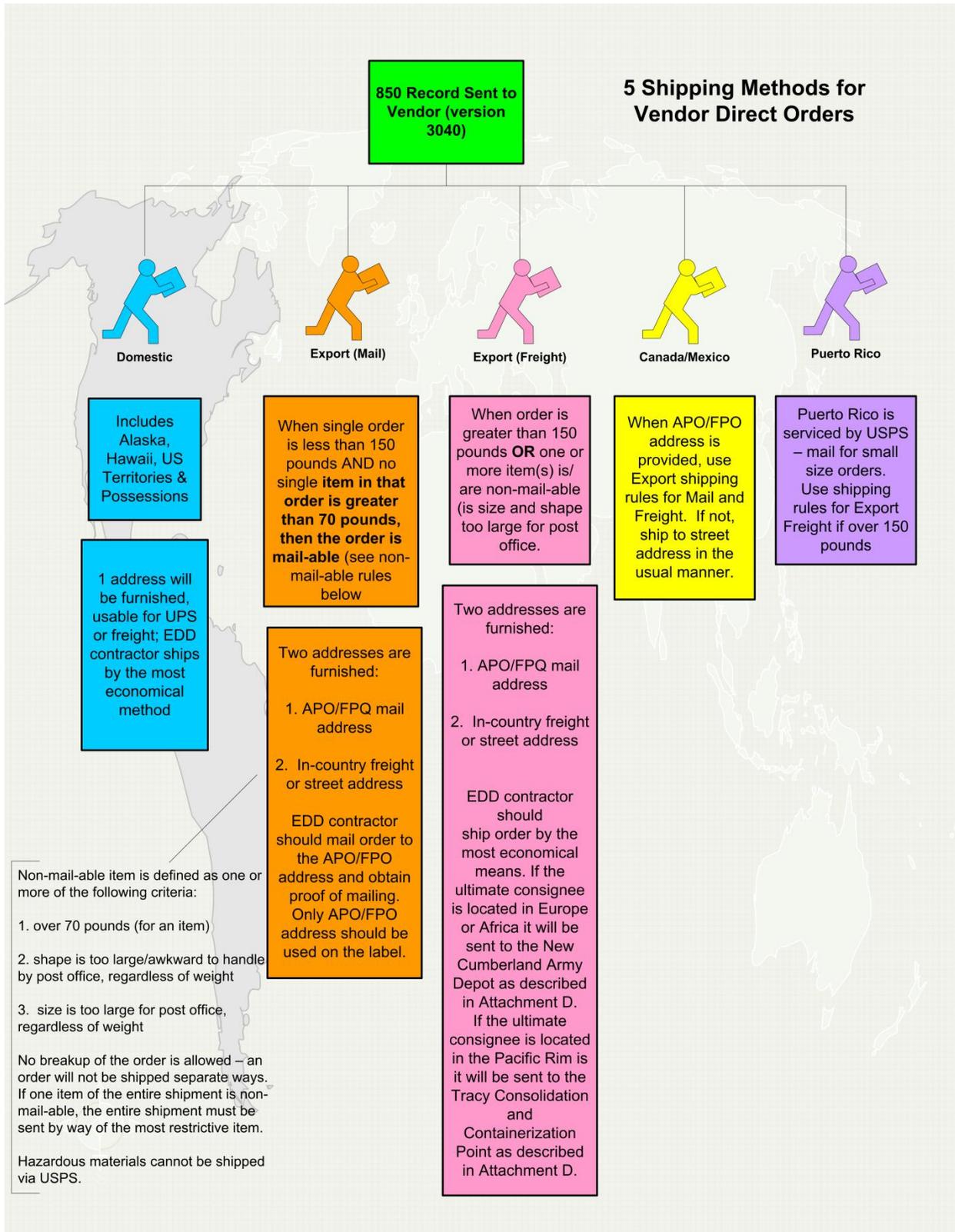
- Merchandising and marketing representatives for coordination on improving descriptive product data.
- The hierarchical commodity coding structure of their products for consideration in ordering vehicles and marketing materials.

Contractor Electronic Catalog Updates

GGG receives the **(VENDOR NAME)** electronic product catalog from GSA Advantage! To ensure an easy and timely review of all catalog updates for inclusion in GGS ordering systems and marketing materials, these procedures were established.

- All electronic catalog modifications must be submitted through the existing GSA processes.
- Itemized changes, rather than entire electronic catalog overwrites, must be submitted.
- The merchandising team must be given advance notice of all catalog modifications.
- All items should include a representative product image that will be displayed on our website (sent through the SIP process)

Attachment A – Shipping Methods



Attachment C – Shipping Label (Example)

 GSA Global Supply				
TCN  <small>W9138U41285931XDX</small>				
From	GSA Global Supply c/o BOISE OFFICE SOLUTIONS 3001 FROST ROAD BRISTOL PA 19007	Pieces 1 of 1 	Transp Prty	
	Ship To	GSA EASTERN DISTRIBUTION CENTE ATTN: EDD - ROOM A 1900 RIVER ROAD BURLINGTON NJ 08016	PRI 06	Project
Mark For		MARCOS OSUNA XR 0037 FA BN 01 FA BTRY C BCT OPERATION ENDURING FREEDOM MOSUL AB MOSUL	W9138U 	Date 5/11/2004
		Order 0000932493		
Marks: MARCOS OSUNA - 253-967-3572		NO FLYERS		

03421467 **1**

- 8
 - 14
 - 15
- Not shown in this example.

Consolidation and Containerization Point (CCP) address information:

This notice is being issued to ensure complete and accurate address markings are used on all shipments routed through the Government Container Consolidation Points (CCPs) which are listed below. Shipments to these locations are being consolidated for onward movement overseas. Lack of complete and accurate address markings are causing frustrated, lost and misdirected shipments for our overseas customers.

Tracy CCP

Address: Consolidation and Containerization
DDJC Tracy Warehouse 30, CCP
25600 South Chrisman Road
Tracy, California 95304

Tracy CCP POC's:

Ted Hackney: (209) 839-4281 Louise Davis: (209) 839-4283.
Theodore.Hackney@DLA.MIL Louise.Davis@DLA.MIL

Notes:

- The Tracy CCP does not have a scheduling office to accept appointments. However, deliveries can be made if the specified information is annotated on the documentation and the carrier shows up at our truck gate during the time specified.
- Please insure that your shipment contains the proper documentation (the Tracy CCP accepts 1348s, DD250s, and 1149s), military shipping label, and TCN.
- Deliveries are accepted from 05:30 am until 01:30 pm (Monday thru Friday only).
- Shipments with one TCN that fill a 53ft van will require other shipping arrangements through the SDDC. (POC: Vickie Spencer (757) 878-7415 or spencerv@sddc.army.mil).
- The Tracy CCP will only accept freight that can be consolidated with other freight going to that same customer.

New Cumberland CCP

Address: Consolidation and Containerization Point
Defense Depot Susquehanna
Building 2001
New Cumberland, PA 17070-5001

To contact the New Cumberland CCP by phone, dial (717) 770-4754 and then select option 1. New Cumberland email for transportation problems/questions is delivery@dla.mil.

Notes:

- Please insure that every piece of freight has an MLS, or at least a TCN for freight forwarding. This is one of the CCP's biggest problems. Vendors send in several pieces of freight with the shipping information on the 1st piece only. When the freight is broken down, the CCP loses the shipping data for the other boxes and the material becomes frustrated.
- Anything the vendor ships as export has to have a DD Form 1348 as part of the shipment. If GGS erroneously sends you a "Commercial" indicator, ignore that and send "Military" documentation.
- For domestic military shipments, one (1) DD Form 1348 is required on the outside of each box.
- For export military shipments, there must be three (3) DD Form 1348s on the outside of each box and one (1) inside each box.

General Information:

- Shipments to these locations must meet the Mil-Std-129 requirement for a bar-coded Military Shipping Label. In addition, a packing slip must be placed in a water-resistant envelope securely attached to the outside of the shipping container/exterior pack. The Mark For and/or TCN must be clearly visible on all documentation to ensure accurate and prompt identification by the CCP.
- Do not pack several boxes, going to different overseas customers into one large box addressed to the CCP. The CCP does not open packages, and has no way of knowing if shipments to multiple locations are packed together. Only the outside markings are used to determine the destination. For example: Three shipments are placed in one box (one for W81W4C Kuwait, one for FB5682 Germany and one for FB5612 Italy), and the Mark For and TCN on the outside reads W81W4C21930009, all the contents go to Kuwait! That one customer in Kuwait will receive their shipment plus shipments intended for our troops in Germany and Italy.
- Shipments to these locations must meet the Mil-Std-129 requirement for a bar-coded Military Shipping Label. In addition, a packing slip must be placed in a water-resistant envelope securely attached to the outside of the shipping container/exterior pack. The Mark For and/or TCN must be clearly visible on all documentation to ensure accurate and prompt identification by the CCP.

Reminder:

1. **Only consolidate when the ultimate consignee DoDAAC, the Transportation Priority (TP), and the project codes are identical,**
2. **The Mark For (M/F) and TCN must be clearly visible on the outside of the container (Military Shipping Label) as well as on the paperwork inside the container.**
- 3.

Importance of Packaging and Marking Supporting OCONUS Shipments

Packaging, marking, and labeling are more important now, due to the deployment of troops overseas. High priority shipments to deployed troops may be misrouted and delayed due to improper packaging, marking, and labeling. Contractors should make sure their shipments meet the requirements in Section D of their contracts to avoid damaging material and misrouting shipments. Shipments routed through the Defense Transportation Service are considered OCONUS and require a Military Shipping Label in accordance with MIL-STD-129. This includes shipments going through the Consolidation and Containerization Points (CCPs) at Defense Distribution Centers in New Cumberland, PA (W25N14/SW3123) and Tracy, CA (W62N2A/SW3225), Aerial Ports of Embarkation (APOE) at Dover, DE; Charleston, SC; Norfolk, VA; Travis, CA; and McGuire AFB, NJ, and the Containerization Freight Station (CFS) at Norfolk, VA, and any Government water ports of entry (WPOEs).

Five of the most common packaging, marking, and labeling errors:

1. **No Military Shipping Label:** A MSL 2D LABEL is required for all overseas shipments routed through the transshipment points listed above. The shipping label should be prepared in accordance with paragraph [4.2.2 Military Shipping Label \(MSL\) PAGES 26-33](#).
2. **Missing TCN and Mark For (M/F) information:** These [markings](#) are necessary as they identify the ultimate consignee to the transshipment points (CCPs, APOEs, etc) and are used for overseas routing.
3. **No Bar Code Markings:** [Bar code markings](#) are required on all containers and loose or unpacked items. The National Stock Number (NSN) shall be bar coded on all unit packs and intermediate containers. The exterior container must be bar coded with the NSN and the contract or purchase order number. When shipments are destined for OCONUS locations and are shipped through the transshipment points listed above, address markings must be placed on a bar coded DD Form 1387.
4. **Wrong Method of Preservation:** When material is being shipped OCONUS the [Method of Preservation](#) is very important. If using the wrong or inadequate Method of Preservation for the item, the material may be damaged by corrosion, contamination, deterioration of the item, etc.

5. **Inadequate Shipping Container:** If the level of shipping container is inadequate for OCONUS shipments the items and containers may be damaged by environmental elements, multiple handling of the containers, outside storage, etc.

Should you have any questions regarding these requirements, please either e-mail or call our staff at: DSCC.packaging@dla.mil or (614) 692-4227 or 3345.

Content Inquiries: DSCC.Packaging@dla.mil

Useful URL's:

CCP Requirement: <http://www.landandmaritime.dla.mil/Offices/Packaging/OCONUSpkg.asp>
CCP Eligibility Criteria: ([Attachment I](#))

Order status: https://www.gsaglobalsupply.gsa.gov/advantage/main/start_page.do

Packaging and Marking: https://vsc.gsa.gov/Marking_Labeling_Packaging

FEDSTD123: https://vsc.gsa.gov/Marking_Labeling_Packaging/FEDSTD123H.pdf

MILSTS129: https://vsc.gsa.gov/Marking_Labeling_Packaging/MIL-STD-129R.pdf

VENDOR DIRECT OVERAGE DISCREPANCY PROCESS

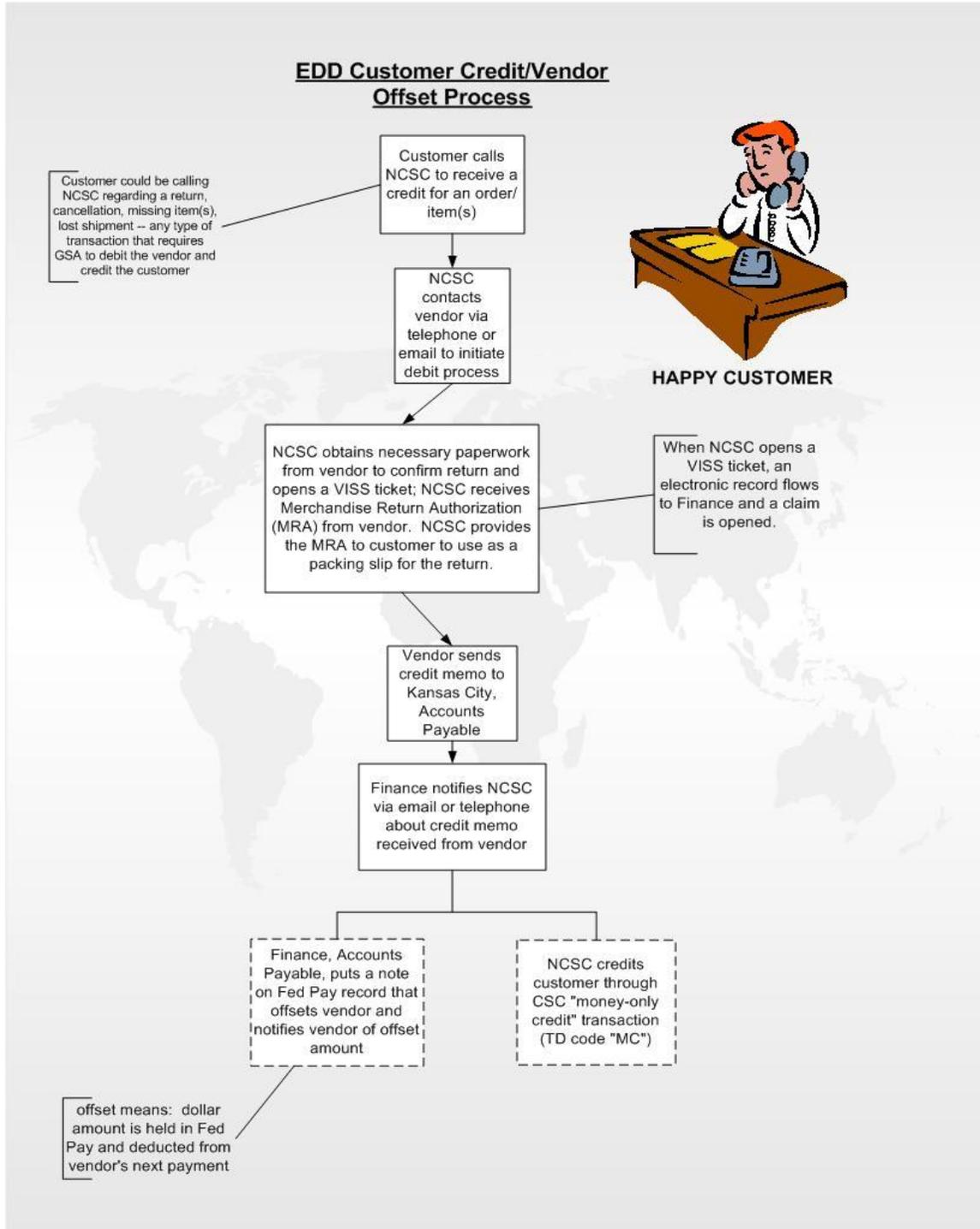


Customer orders 100 items and receives 150 items instead

Customer calls NCSC -- wants to keep the extra 50 items and pay for them

NCSC opens a ticket in VISS and creates a shipment overage transaction (TD Code SO) in CSC system for the extra 50 items. The CSC system will generate an 860 purchase order amendment record with the same PO number as the original order and flag the order as a "Do Not Ship".

Vendors generates an 810 billing record and CSC system will generate a billing record to FedBil



APPROVED	SIGNATURE (Business Requirements Division Representative) <i>George Adam</i>	DATE
APPROVED	SIGNATURE (Supply Operations Representative) <i>Paul Sando</i>	DATE
APPROVED	SIGNATURE (National Customer Service Center Representative) <i>Robert Blake</i>	DATE
APPROVED	SIGNATURE (Enterprise Supply Chain Solutions Representative) <i>Jonathan Folz</i>	DATE

August 27, 2013

**General Services Administration
Office of General Supplies & Services**

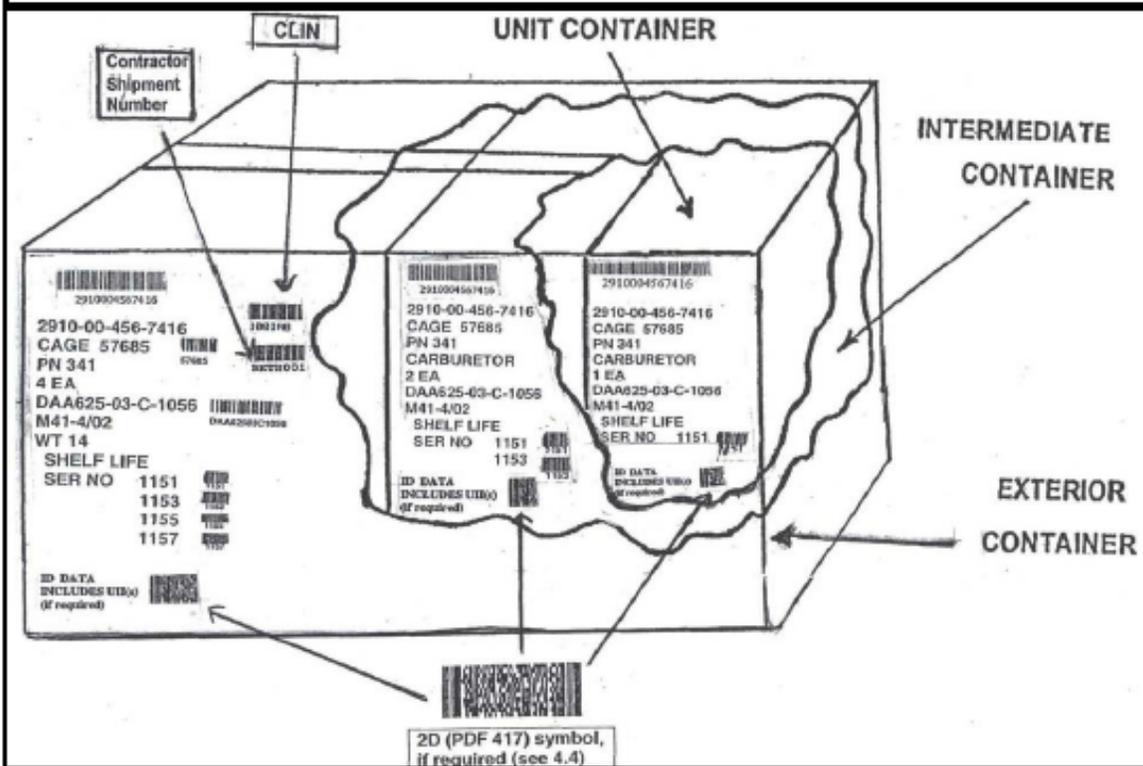
Business Management Office

1800 F St. NW
Washington, DC 20006

<http://www.gsa.gov>

Quick guide to MIL-STD-129

Example of unit pack, intermediate and exterior container identification markings including an example of bar code.



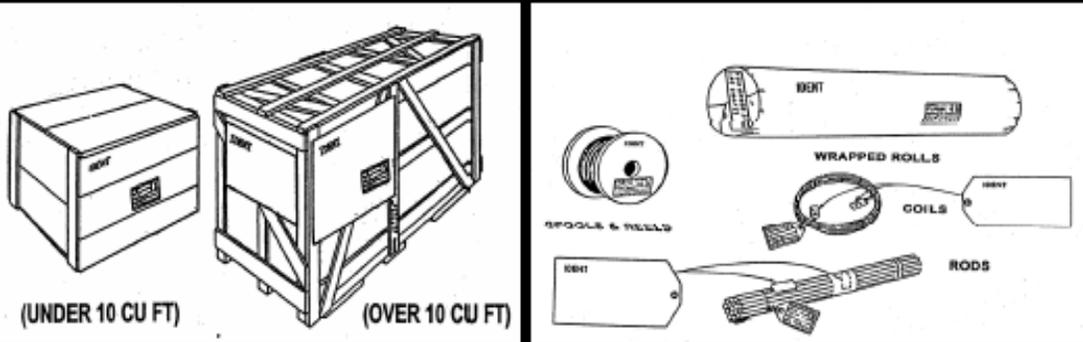
Unless specifically exempted in the contract or solicitation, the following identification information shall be marked on all unit packs and intermediate containers, in the order listed. This requirement applies to all unit packs and intermediate containers repacked for shipment by military installations. Additional identification markings may be required by the contract and shall be placed either below these markings or in a conspicuous location on the identification-marked side of the container. Unit packs used as exterior containers at the time of packaging shall be marked in accordance with 4.1.2. of MIL-STD-129

1. NSN/NATO stock number.
2. CAGE code.
3. Part Number.
4. Item description or nomenclature.
5. Quantity and UI.
6. Military preservation method and date of unit preservation
7. Contract # or purchase order # (PIIN) including four-digit delivery order or call number, modification for change order number, and lot number shall be shown.
8. Shelf-life markings, if applicable, shall be applied as specified in 5.2.1.
9. Serial number(s).
10. Hazardous materials (HAZMAT) and ammunition and explosives marking (see 5.5 and 5.6).

NOTE: The CLIN is not required by MIL-STD 129 for the Unit or Intermediate Container unless the Unit or Intermediate container is the Exterior container.

Quick guide to MIL-STD-129 (continued)

Exterior Container Markings



Identification marking information on exterior containers and unpacked items

Unless specifically exempted in the contract or solicitation, the following minimum identification information shall be marked on all exterior containers and unpacked items, in the order listed.

Ammunition and explosives shall be marked as specified in 5.6. of MIL-STD 129 standard or as specified by the contract or solicitation. Hazardous items shall be marked with identification markings as specified herein and in 5.5. Bar code markings are required as specified in 4.4.

1. NSN/NATO stock number
2. CAGE code
3. Part number
4. Item description or nomenclature (for hazardous items and ammunition and explosives only)
5. Quantity and UI
6. Contract number or purchase order number (PIIN) including four-digit delivery order or call number, modification for change order number, and lot number shall be shown
7. Military preservation method and date of unit preservation
8. Gross weight. The capital letters "WT" shall precede the gross weight.
9. Proper shipping name (PSN) and North American (NA) or United Nations (UN) identification number, where assigned
10. Shelf-life markings, if applicable
11. Serial number(s).
12. Hazardous materials (HAZMAT) and ammunition and explosives marking

Basic Shelf-Life Markings

Shelf-life markings shall be shown as part of the item identification data on unit packs, intermediate containers, exterior containers, and unpacked items. Shelf-life markings shall include the manufactured, cured, assembled or packed date (apply one date), and the expiration or inspect/test date, as appropriate.

<p>SHELF-LIFE EXTENSION NOTICE</p> <p><small>FOR BOX PALETTE, N. CONTAINERS REQUIRE NO MARKING WITH EXTENDED SHELF-LIFE DATA. SHEETS OF ISSUE REQUIRE NO MARKING UPON OPENING CONTAINER.</small></p> <p>NSN: _____</p> <p>CONTRACT NUMBER: _____</p> <p>LOT/BATCH NUMBER: _____</p> <p>DATE TESTED: _____</p> <p>NEXT INSP/TEST DATE: _____</p> <p>AUTHORITY: _____ <small>(IGL, MODEL, OTHER)</small></p> <p>INSPECTED BY: _____ <small>(ACTIVITY AND INSPECTOR'S NAME OR NUMBER)</small></p> <p><small>DEFORMED BY A Sample 2 MARKING W/30000 APR 1999 REVISION 03/01/01/01/01</small></p>	<p>For Type I shelf-life items: manufactured (MFD) date, cured date, assembled date, packed date (subsistence only) (apply one date, as appropriate), and expiration (EXP) date (see note). For items that contain rubber or synthetic elastomers, the expiration date shall be calculated from the cured date of the rubber/</p>	<p>For Type II shelf-life items: manufactured date, cured date, assembled date, packed date (subsistence only) (apply one date, as appropriate), and inspect/test (INSP/TEST) date (see note). For items that contain rubber or synthetic elastomers, the inspect/test date shall be calculated from the cured date of the rubber/elastomer.</p>
---	---	--

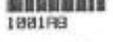
Basic Information For Barcodes

- Code 39 linear barcodes (MIL-STD 129, para 4.2.2.b):
 1. Transportation Control Number (TCN),
 2. Piece number, and
 3. Ultimate Consignee/Mark For DoDAAC.
- 2D PDF417 symbology is required. See MIL-STD 129, para 4.2.2.6 and Table IV for details.

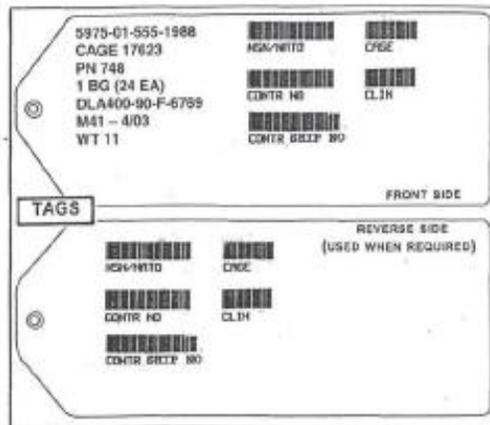
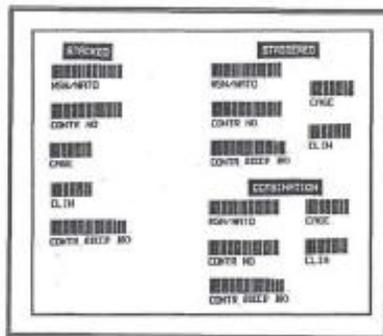
Examples of typical linear (Code 39) bar code fields

LINEAR (CODE 39) BAR CODE IDENTIFICATION MARKINGS

- | | |
|---|---|
| <p>A. NSN/NATO Number
 (1) Typical 5950-00-123-4567
 (2) Fixed Length (13 characters)
 (3) No suffix, prefix, or spaces or dashes bar coded (unless otherwise specified in the contract or purchase order)</p> | 
5950001234567 |
| <p>B. Contract Number/Procurement Instrument Identification Number (PIN)
 (1) Basic Number
 Typical DAHCS4-88-D-0007
 (2) With Call Number (when specified)
 Typical DAHCS4-88-D-0007-0010</p> | 
DAHCS48800007


DAHCS488000070010 |
| <p>C. Commercial and Government Entity (CAGE)
 (1) Typical 33825
 (2) Fixed 5 characters</p> | 
33825 |
| <p>D. Contract Line Item Number (CLIN)
 (1) Typical 1001AB
 (2) Fixed 6 characters</p> | 
1001AB |
| <p>E. Contractor Shipment Number
 (1) Typical BETH001 or BET0001
 (2) Basic seven characters and eight with a suffix</p> | 
BETH001 OR 
BET0001 |
| <p>F. Serial Numbers
 (1) Basic S/N
 (a) Typical 0001937
 (b) Variable length
 (c) Fixed length if specified
 (2) Army Weapons SN
 (a) Typical 1937
 (b) Variable length</p> | 
1937 OR 
0001937


1937 |



Shipping to APO/FPO/DPO Addresses

- General Information

All Military Post Offices (MPOs) have restrictions on items that can be sent using the APO/FPO/DPO system. While there are several "rules of thumb" that can be referred to, individual APO/FPO/DPO zip codes have restrictions that are specific to the overseas location they serve. Our online database can be searched quickly and easily to verify any and all restrictions to overseas military bases, posts and camps.

Most APO/FPO addresses have the following general restrictions:

- Packages may not exceed 70 lbs. (Some zip codes have lower limits)
- Packages may not exceed 130 inches in combined length and girth. (This means if you have a package that is 100" in length and 40" width when you measure around it, you cannot send the item)
- All packages must be sent via the U.S. Postal System. The post office also requires companies or individuals to hand deliver packages being sent to APO/FPO/DPO addresses.
- Firearms, alcohol, perishable foodstuffs and certain hazardous items also are restricted. Each zip code has a more detailed list of the restrictions for certain types of products.

How do I ship to an APO, FPO or DPO address? This is a common question that we get from merchants who are exploring the possibilities of serving overseas military shoppers through their websites. For starters you must use the United States Post Office (USPS) to send your merchandise. While there have been discussion and negotiation to allow Federal Express and UPS to send packages to these addresses in the past, the only way to send an item to an APO, FPO or DPO address as of today is to use the USPS. Shipments to APO FPO addresses also require some additional customs paperwork to be filled out by the shipper. For a complete list of requirements and restrictions for a particular APO, FPO or DPO zip code, please enter the zip code into our online validator (located on the "Restrictions by Zip Code" tab). If your product is small enough (a patch or sticker, for example), you can probably use a regular letter envelope and avoid filling out the required customs forms.

What is an APO/FPO address or DPO address? APO stands for "Army Post Office," and is associated with Army or Air Force installations. FPO stands for "Fleet Post Office," and is associated with Navy installations and ships. DPO stands for "Diplomatic Post Office," and is associated with U.S. diplomatic offices (such as embassies and consulates) around the world.

The official definition of APO/FPO mail is (according to the Military Postal Service Agency):

APO/FPO/DPO Mail - Domestic mail and international mail that bears a U.S. military delivery address or return address and that, in some stage of its transmission, is in the possession of the DOD. This is mail that is being sent to or received from military installations located outside the Continental United States (CONUS). This mail may be official or personal in nature. This mail is centralized at certain locations such as San Francisco and New York for transport overseas. When mail is received in the CONUS from these facilities, letter mail is normally received in sleeved half trays, flats are received in sleeved plastic flat tubs, and parcels are received in #1 sack.

How do I make my site APO/FPO/DPO friendly? Over 70% of our APO/FPO/DPO shoppers indicated in a recent survey that they have abandoned their shopping carts when they could not find their APO, FPO or DPO "state" in the state dropdown box. The only legitimate APO, FPO or DPO states are "AA," "AE," and "AP."

AA - Armed Forces Americas

AE – Armed Forces Europe

AP – Armed Forces Pacific

You don't need to provide anything except for a standard text box for the city portion of an APO, FPO or DPO address. The city will always be either "APO", "FPO" or "DPO" in a properly formatted APO FPO address. Customers should never indicate the host country (e.g. Germany) in their APO/FPO/DPO address as these addresses are considered "domestic" by the USPS. Here's an example of a properly formatted APO address:

PFC Gomer Pyle
CMR 345, Box 12334
APO AE 09250

- APO/FPO/DPO Shipping Tips

There are several considerations to bear in mind when ordering from (or shipping to) an APO/FPO/DPO address:

- Never put the host country name (Germany, Afghanistan, etc.) in your APO/FPO/DPO address. The USPS treats APO/FPO/DPO addresses as domestic mail, and including the host country name can cause confusion and your package to be lost or rejected. Additional APO/FPO/DPO addressing guidelines can be found on the [USPS APO/FPO/DPO addressing guidelines](#) page.
- Keep in mind that the APO/FPO/DPO restrictions on your package are **in addition** to the standard USPS mailing restrictions. You can learn more about common mail restrictions in the [USPS Publication 52 - Hazardous, Restricted and Perishable Mail](#) publication.
- All APO/FPO/DPO packages require a customs declaration for shipment. These customs forms can be filled out online using [this form](#). The customs declarations are reviewed by the host country to ensure that no violates of their customs laws have occurred. As long as you are not shipping any restricted items to the APO/FPO/DPO address, you should be okay.

CCP ELIGIBILITY CRITERIA

AIR

PRIORITIES: TP1 and TP2 cargo with all RDDs other than extended RDDs (RDD beginning with S or X) that have been air cleared by the Service Air Clearance Authority.

WEIGHT/DIMENSIONAL:

Any single piece not oversized to a 463L air pallet
Dimensions not to exceed 84x104x96"
Weight of each piece not to exceed 9600#

Multiple truckloads of air cleared cargo is acceptable

AIR COMMODITY CODES:

DDSP/DDJC: All Air Commodities Codes are CCP eligible for air except unaccompanied baggage, personnel services items, human remains, household goods, animals, items requiring Defense Courier Service, plants, plant products, insects, animal products, vectors and cultures to include plant and animal diseases, mail, intelligence materials and administrative project materials. The excluded air commodity codes are: 3, 4, 5, J, Y, Z, T, D, L, Q, U, W and X.

NIMH/DDHV: All Air Commodity Codes are CCP eligible for air except personnel services items, human remains, animals, items requiring Defense Courier Service, plants, plant products, insects, animal products, vectors and cultures to include plant and animal diseases, mail, intelligence materials and administrative project materials. The excluded air commodity codes are: 3, 4, 5, Y, Z, D, L, Q, U, W and X.

AIR SPECIAL HANDLING CODES: The Air Special Handling Codes are acceptable at all CCPs are materials as long as they are general cargo, non-hazardous, non-sensitive materials. We propose that in the long term the NIMH build hazmat pallets as they will not traverse the public highways. The excluded air special handling codes are: 1, 2, 3, 4, 5, 6, 7, 8, A, B, C, D, F, G, H, I, K, L, O, P, Q, R, S, T, U, V, W, X and Y. Air special handling codes D (hazardous material) and G (engines – not drained or purged) are acceptable at the NIMH.

CONTROLLED ITEM INVENTORY CODES: Items having the following Controlled Item Inventory Codes (CIIC) are excluded from air CCP eligibility: A, B, C, D, E, F, G, H, K, L, O, P, Q, R, S, T, 1, 2, 3, 4, 5, 6, 8 and 9.

MAJOR END ITEMS: Major end items are accepted at the CCPs for air movement provided they meet the criteria identified above. Excluded items should include A (Aircraft); C (Self-propelled wheeled vehicles); D (vehicle towed – trailer gun or generator), E (Self propelled tracked vehicle) and 2 – 9 which are trailers that can be secured together for movement.

SURFACE

PRIORITIES: All TP1, TP2 and TP3 requisitions with extended RDDs identified as having an “S” or “X” in the first position of the RDD. All TP1, TP2 and TP3 ALOC (Army Air Line of Communication) requisitions air denied or diverted to surface by the Service Air Clearance Authority and all other TP3 cargo.

WEIGHT/DIMENSIONAL:

Any single piece with dimensions not to exceed 228x85x85”

DDJC can process a single piece with dimensions not to exceed 228x85x96”

DDNV can process shipments with dimensions not to exceed 480x96x96” however large shipments should be booked by the original shipper through a commercial port.

Any single piece shall not exceed 10,000 lbs

DDSP does not accept multiple truckloads of material consigned to a single DoDAAC.

Multiple truckload shipments for a single DoDAAC to the DDSP CCP’s AOR, shipments will be consigned to the NIMH/DDNV.

DDJC will accept multiple truckload shipments to a single DoDAAC.

WATER TYPE CARGO CODES: General commodities of material are accepted at the CCP. The exceptions include radioactive materials, UN Class 7; contaminated cargo; Explosive materials, UN Class 1 (Classes A-C) or material subject to damage from heat or freezing. The Water Type Cargo Codes not accepted are identified as A, C, D, E, F, H, I, J or Q.

SURFACE SPECIAL HANDLING CODES: General cargo not requiring special handling is accepted at the CCPs. This includes both hazardous and non-hazardous materials provided they are not sensitive or classified, sensitive materials to include highest sensitivity category I, Category II and Category IV; Classified material to include Secret, Highest Sensitivity Category I and II, confidential and all confidential materials. The Water Special Handling Codes not accepted are identified as 2, 3, 4, 5, 6, 7, 8, B, C, D, E, F, G, H, K, L, M, N, O, P, Q, S, T, U, V, W, X and Y.

CONTROLLED ITEM INVENTORY CODES: Items having the following Controlled Item Inventory Codes (CIIC) are excluded from surface CCP eligibility: A, B, C, D, E, F, G, H, K, L, O, P, Q, R, S, T, 1, 2, 3, 4, 5, 6, 8 and 9.

MAJOR END ITEMS: Major end items are accepted at the CCPs for surface movement provided they meet the criteria identified above. Excluded items for DDSP and DDJC should include A (Aircraft); C (Self-propelled wheeled vehicles); D (vehicle towed – trailer gun or generator), E (Self propelled tracked vehicle) and 2 – 9 which are trailers that can be secured together for movement. The NIMH can accept all except aircraft.

FOREIGN MILITARY SALES (FMS): FMS moving through the Defense Transportation System (DTS) is accepted at the NIMH.

HOUSEHOLD GOODS AND UNACCOMPANIED BAGGAGE: Accepted at DDJC and NIMH.

**PROPOSED AIR CCP ELIGIBILITY CRITERIA
BY CODE**

GENERAL ELIGIBILITY

PRIORITY

All TP1 Requisitions with RDDs other than extended RDDs identified as having a “S” or “X” in the first position of the RDD that have been offered and air cleared by the Service Air Clearance Authority based upon the other criteria identified below

All TP2 requisitions with RDDs other than extended RDDs identified as having a “S” or “X” in the first position of the RDD that have been offered and air cleared by the Service Air Clearance Authority based upon the other criteria identified below

No TP3 requisitions are authorized for air CCP eligibility.

WEIGHT/SIZE

Any single piece of material that weighs less than or equal to 9600 lbs
The dimensions shall not exceed 84x104x96”
Single and multiple truckload shipments of eligible air cleared cargo is permitted

AIR COMMODITY CODES

CCP-ELIGIBLE

CODE	DESCRIPTION
2	Arms/Weapons (All types, including inert component parts)
A	Supplies and equipment for aircraft and aerial targets including aircraft and maintenance parts, aircraft accessories, aircraft instruments, and laboratory test equipment, aerial targets and gliders, aircraft/missile technical order compliance kits, etc
B	Construction Materials including Paint and Related Materials, Prefabricated Buildings, Wood Products, Metal and Composition Materials and Their Products, Commercial, Hardware and Miscellaneous Items, Cement, Asphalt, Building Maintenance Materials
C	Chemical corps items and all other chemicals not covered in other classifications. If sensitive chose appropriate SHC
E	Engineer supplies, other than those listed under Code B
F	Fuels and Lubricants including Fuel and Lubricating Supplies and Equipment, and Gases, Other Than Noxious Gases
G	Printed Forms, Publications, Drawings, etc
H	Signal Corps Supplies and Equipment including Radio Equipment and Supplies, Communications Equipment and Supplies, Electrical Equipment and Supplies, etc
K	Clothing including Clothing Equipment (Other Than Arms and Chemical Supplies), Cordage, Fabrics and Leather, Parachutes, etc
M	Medical Supplies
N	Ship's Parts, Navy
P	Photographic Supplies and Equipment including Training Films
R	Rations and Subsistence Supplies
S	Office and School Supplies and Equipment including Office Machines, Furniture and Stationary, Films, Synthetic and Special Training Films, etc
V	Vehicles, Machinery, Shop and Warehouse Equipment and Supplies including Special Tools and Equipment, Ground Servicing and Special Purpose Vehicles, Marine Equipment and Supplies, Repair and Maintenance Parts for the above

IMH ELIGIBLE

J Unaccompanied Baggage
T Household Goods

INELIGIBLE

3 Ammunition, (all types) including inert component parts. When the primary hazard of an ammunition item is a chemical (irritant, corrosive, or oxidizer), as indicated by its proper shipping name use commodity Code C

4 Explosives (any explosive item not included in Code 3 above) including inert component parts

5 Nuclear Weapons Related Material (NWRM): Classified or unclassified assemblies and subassemblies (containing no fissionable or fusion able material) identified by the Military Departments (MILDEPS) that comprise or could comprise a standardized war reserve nuclear weapon (including equivalent training devices) as it would exist once separated/removed from its intended delivery vehicle. A delivery vehicle is the portion of a weapon system that delivers a nuclear weapon to its target. This includes cruise and ballistic missile airframes as well as delivery aircraft.

D Animals

L Defense Courier Service Material including Communication Documents, State Department Diplomatic Material, and Cryptologic Equipment

Q Plants, Plant Products, Insects, Mites, Nematodes, Mollusks, Soil, Meat (Other Than Rations), Animal Products, Vectors and Cultures of Animal and Plant Diseases

U Mail, Select a Special Handling Code from Appendix AA

W Any material not otherwise specified that may require special handling with special instructions identified in the DI T_9 trailer data. Primarily used with channel airlift 463-L pallets

X Intelligence materials including maps, charts data, and information vital to military functions such as flight safety, escape and evasion, current offensive/defensive operations, foreign clearance requirements, targeting and National Aeronautics Space Administration Projects

Y Personnel Services

Z Human Remains

AIR SPECIAL HANDLING CODES

CCP ELIGIBLE

E Aircraft engine, drained and purged

J Materiel normally hazardous rendered non-hazardous for shipment processing.

M Non-controlled munitions excluded from Categories 1 through 4 which although reflected as pilferable on the shipment release document, do not require protection other than that provided based on the class/degree and hazard/explosive.

N Non-sensitive weapons excluded from the above categories and which, although reflected as pilferable on the shipment Release/Receipt Document, do not require protection other than normally afforded items such as TVs, Radios, Typewriters, Hand Tools, etc.

Z No special handling required.

NIMH ELIGIBLE

D Hazardous materiel (not required hand to hand receipt) including all regulated items other than special weapons and their components.

G Engines (aircraft and vehicle), not drained or purged (shipper's declaration must be annotated).

NOT ELIGIBLE

1 Highest sensitivity, Category I: Missiles and Rockets; Arms, Ammunition and Explosives. These items are not classified Man-portable missiles and rockets in a ready-to-fire configuration. Included are the Redeye, Stinger, Dragon, Javelin, light antitank weapon (66mm), shoulder-launched multi-purpose assault weapon rocket (83mm), M136 (AT4) anti-armor launcher and cartridge (84mm). These weapons, when jointly stored or transported with

- the launcher tube and/or grip stock and the explosive round, though not in a ready-to-fire configuration, will be considered Category I items. Complete explosive rounds for Category I missiles and rockets.]
- 2 Highest sensitivity, Category II: Missiles and Rockets; Arms, Ammunition and Explosives. These items are not classified missiles and rockets that are crew-served or require platform-mounted launchers and other equipment to function. Included in this group are the Tube-Launched Optically Tracked Weapon (TOW) missile and Hydra-70. Light automatic weapons up to and including 50 caliber and 40mm MK 19 machine guns. Weapon components such as silencers, mufflers, and noise suppression devices will be treated as Category II items and includes the following items: a. Hand or rifle grenades (high explosive and white phosphorous). b. Antitank or antipersonnel mines (each with an unpacked weight of 50 pounds or less). c. Explosives used in demolition operations, C-4, military dynamite, and TNT with an unpacked weight of 100 pounds or less. d. Warheads for sensitive missiles and rockets weighing less than 50 pounds each. e. The binary intermediates "DF" and "QL" when stored separately from each other and from the binary chemical munitions bodies in which they are intended to be employed. (See Department of Defense Directive 5210.65, Chemical Agent Security Program, for security requirements for other chemical agents.)]
- 3 Moderate sensitivity, Class III: Missiles and Rockets; Arms, Ammunition and Explosives. These items are not classified. Missiles and rockets that require platform-mounted launchers and complex hardware and software equipment to function. Included in this group is the Hellfire missile. Includes the following items: a. Launch tube and grip stock for the Stinger missile. b. Launch tube, sight assembly, and gripstock for the Redeye missile. c. Tracker for the Dragon missile. d. Mortar tubes up to and including 81mm. e. Grenade launchers. f. Rocket and missile launchers with an unpacked weight of 100 pounds or less. g. Flame throwers. h. The launcher or missile guidance set, or the optical sight for the TOW. i. Ammunition, 50 caliber and larger, with explosive-filled projectile (unpacked weight of 100 pounds or less). j. Incendiary grenades and fuses for high explosive grenades. k. Blasting caps. l. Supplementary charges. m. Bulk explosives. n. Detonating cord. o. Warheads for sensitive missiles and rockets weighing more than 50 pounds, but less than 100 pounds each.]
- 4 Low sensitivity, Category IV: Arms, Ammunition and Explosives with this classification are not classified. Includes the following items: a. Shoulder-fired weapons, other than grenade launchers, not fully automatic. b. Handguns. c. Recoilless rifles up to and including 106mm. d. Ammunition with non-explosive projectile (unpacked weight of 100 pounds or less). e. Fuses (other than those for high explosive grenades). f. Illumination, smoke, and CS grenades. g. Incendiary destroyers. h. Riot control agents (100 pound package or less). i. Ammunition for weapons above, not otherwise categorized. j. Explosive compounds of sensitive missiles and rockets (except warheads). k. Warheads for precision-guided munitions weighing more than 50 pounds (unpacked weight).
- 5 Highest sensitivity, Category I: Missiles and Rockets; Arms, Ammunition and Explosives with a classification of Secret.
- 6 Highest sensitivity, Category I: Missiles and Rockets; Arms, Ammunition and Explosives with a classification of Confidential.
- 7 Empty mail bags
- 8 Highest sensitivity, Category II: Missiles and Rockets; Arms, Ammunition and Explosives with a classification of Confidential
- A Hazardous material requiring hand to hand receipt.
- B Whole blood.
- C Material classified as "Confidential", but which is not highly sensitive.
- D Hazardous materiel (not required hand to hand receipt) including all regulated items other than special weapons and their components.
- F Foodstuffs requiring normal refrigeration.
- G Engines (aircraft and vehicle), not drained or purged (shipper's declaration must be annotated).
- H Special weapons, including hazardous components.
- I In-Bond shipment.
- K Materiel which must be accompanied by a military courier and, when required, under Armed Guard.
- L Sets or Systems that must move together to the Consignee.
- O Not to be used.
- P Cargo requiring protection from freezing.
- Q Extremely fragile items including delicate instruments.

R	Revenue.
S	Materiel classified as Secret but which does not meet Code 5 criteria.
T	Cargo requiring both normal refrigeration and hand-to-hand receipt.
U	Perishable cargo requiring refrigeration only.
V	Vaccine.
W	Highly perishable cargo requiring subfreezing refrigeration only.
X	Highly perishable cargo requiring both subfreezing refrigeration and hand-to-hand receipt.
Y	Protected cargo, other than that defined by the other Special Handling Codes, including sensitive cargo, requiring hand-to-hand receipt and/or security precautions.

CONTROLLED INVENTORY ITEM CODES

NOTE: These CIICs should match the criteria above of no classified, sensitive, ammo or explosives.

CCP ELIGIBLE

7	Item displays sensitive information. Before disposal all name plates, label plates, meter face plates, tags, stickers, documents or markings, which relate items to weapons system/end item application, must be removed and destroyed
I	Aircraft engine equipment and parts
J	Pilferage – Pilferage controls may be designated by the coding activity to items coded “U” (unclassified) by recording the items to “J”
M	Hand tools and shop equipment
N	Firearms
U	Unclassified
V	Individual clothing and equipment
W	Office machines
X	Photographic equipment and parts
Y	Communication/electronic equipment and parts
Z	Vehicular equipment and parts

INELIGIBLE

A	Confidential – Form restricted date.
B	Confidential – Restricted data
C	Confidential
D	Confidential – Cryptologic
E	Secret – Cryptologic
F	Top Secret – Cryptologic
G	Secret – Former restricted data
H	Secret – Restricted data
K	Top Secret – Former restricted data
L	Top Secret – Former restricted data
O	Items contain Naval Nuclear Propulsion information; disposal and access limitations are identified in NAVYSEAINST C5511.32, Safeguarding of Naval Nuclear Propulsion Information. Store and handle in manner that will prevent unauthorized access to this material. Changed in April 2010 – per e-mail from J3-MA
P	Ammunition and explosives
Q	A drug or substance determined by administrator, Drug Enforcement Administration, Department of Justice to be designated Scheduled Symbol III, IV or V under the Controlled Substance Act of 1970 and other items requiring secure storage
R	Alcohol, alcoholic beverages, precious metals or a drug or substance determined by administrator, Drug Enforce Administration, Department of Justice, to be designated Schedule Symbol III, IV or V as defined in the Controlled Substance Act of 1970 and other items requiring secure storage
S	Secret
T	Top Secret
1	HIGHEST SENSITIVITY (Category I) – Non-nuclear missiles and rockets in a ready-to-fire configuration (e.g., HAMLET, REDEYE, STINGER, DRAGON, LAW, VIPER) and explosive rounds for non-nuclear missiles and rockets. This category also applies when the launcher (tube) and the explosive rounds, though not in a ready-to-fire configuration, are jointly stored or transported

- 2 HIGH SENSITIVITY (Category II) – Arms, Ammunition and Explosives
- 3 MODERATE SENSITIVITY (Category III) – Arms, Ammunition and Explosives
- 4 LOW SENSITIVITY (Category IV) – Arms, Ammunition and Explosives
- 5 HIGHEST SENSITIVITY (Category I) – Arms, Ammunition and Explosives with a physical security classification of Secret
- 6 HIGHEST SENSITIVITY (Category I) – Arms, Ammunition and Explosives with a physical security classification of Confidential
- 8 HIGHEST SENSITIVITY (Category II) – Arms, Ammunition and Explosives with a physical security classification of Confidential
- 9 Identifies an item as a Controlled Cryptographic Item (CCI). CCI is described as secure telecommunications or information handling equipment; associated cryptographic component, or other hardware item, which performs a critical COMSEC function. Items so designated are unclassified but controlled, and will bear the designation “Controlled Cryptographic Item” or “CCI”.

MAJOR ITEM CODES
(Item must meet dimension and weight standards)

CCP ELIGIBLE

- B Boxed major item

NOT CCP ELIGIBLE

- A Aircraft
- C Vehicle self propelled wheeled
- D Vehicle towed-trailer gun or generators
- E Vehicle self propelled tracked
- F Communications/electrical systems
- G Shop/test/shelter set
- H Watercraft
- 2 Indicates the number of vehicles or trailers that can be secured together for movement
- 3 Indicates the number of vehicles or trailers that can be secured together for movement
- 4 Indicates the number of vehicles or trailers that can be secured together for movement
- 5 Indicates the number of vehicles or trailers that can be secured together for movement
- 6 Indicates the number of vehicles or trailers that can be secured together for movement
- 7 Indicates the number of vehicles or trailers that can be secured together for movement
- 8 Indicates the number of vehicles or trailers that can be secured together for movement
- 9 Indicates the number of vehicles or trailers that can be secured together for movement

PROPOSED SURFACE CCP ELIGIBILITY

GENERAL ELIGIBILITY

All TP1, TP2 and TP3 requisitions with extended RDDs identified as having an "S" or "X" in the first position of the RDD. All TP1, TP2 and TP3 ALOC (Army Air Line of Communication) requisitions are denied or diverted to surface by the Service Air Clearance Authority and all other TP3 cargo.

WEIGHT/SIZE

Any single piece with dimensions not to exceed 228x85x85"
DDJC can process a single piece with dimensions not to exceed 228x85x96"
DDNV can process shipments with dimensions not to exceed 480x96x96", however, large shipments should be booked by the original shipper through a commercial port.
Any single piece shall not exceed 10,000 lbs

DDSP does not accept multiple truckloads of material consigned to a single DoDAAC.

NIMH/DDJC

Both NIMH and DDJC will accept multiple truckloads of material.

FOREIGN MILITARY SALES

NIMH will accept FMS shipments directed to them by the Military Assistance Program Address Directory, (MAPAD), DoD 4000.25-8-M.

WATER TYPE CARGO CODE

CCP ELIGIBLE

1	Aircraft engine internal combustion engines and fuel control devices
2	Type cargo code not applicable (for Air Force internal use)
3	Electrostatic Sensitive Device (ESD) (see Definitions)
4	Radioactive Material (no label required)
G	Nonflammable compressed gas UN Class 2 (nonflammable gas label except oxygen which requires an oxidizer label and fluorine which requires poison and oxidizer labels)
K	Spontaneously combustible substances, UN Class 4 (spontaneously combustible labels and flammable solid labels)
L	Water reactive substance, UN Class 4 (flammable solid labels and dangerous when wet labels)
M	Magnetic material
N	Dangerous material in limited quantities (no label required)
O	Flammable compressed gas, UN Class 2.1 (flammable gas label)
P	Poison Class B, UN Class 6 (poison label)
R	Flammable liquids, UN Class 3 (flammable liquids label)
S	Poison Class A, UN Class 2 (poison gas label) or UN Class 6 (poison label)
T	Poison Class C, UN Class 6 (irritant label)
U	Combustible Liquids (no label)
V	Miscellaneous hazardous materials, UN Class 9 (no label)
W	Corrosive materials, UN Class 8 (corrosive label)
X	Flammable solids, UN Class 4 (flammable solid label)
Y	Oxidizing materials, UN Class 5 (oxidizer or organic peroxide label)
Z	No special type of cargo code applicable

NOT ELIGIBLE

A	Radioactive Substance, UN Class 7 (radioactive label)
C	Etiologic Agent, UN Class 6
D	Contaminated cargo (not including hazardous material)
E	Empty hazardous material containers or packages (empty label)
F	Explosives Class C, UN Class 1

- H Subject to damage from heat
- I Explosive Class A, UN Class 1
- J Explosive Class B, UN Class 1
- Q Subject to damage from freezing

WATER SPECIAL HANDLING CODE

CCP ELIGIBLE

- 9 Other (Note B) or No Special Handling Required except I, R, or Z, Single Handling Condition; Other includes shipments that are classified but not sensitive, pilferable, controlled, or have other security requirements required by Service Agency directives.
- I Other (Note B) or No Special Handling Required except I, R, or Z, Heavy Lift (HL)
- R Other (Note B) or No Special Handling Required except I, R, or Z, Outsize Dimension (OD)
- Z Other (Note B) or No Special Handling Required except I, R, or Z, HL and OD

NOT CCP ELIGIBLE

- 2 Highest Sensitivity Category I, Single Handling Condition; Arms, Ammunition and Explosives. These items are not classified. Manportable missiles and rockets in a ready-to-fire configuration. Included are the Redeye, Stinger, Dragon, Javelin, light antitank weapon (LAW) (66mm), shoulder-launched multi-purpose assault weapon (SMAW) rocket (83mm), M136 (AT4) anti-armor launcher and cartridge (84mm). These weapons, when jointly stored or transported with the launcher tube and/or grip stock and the explosive round, though not in a ready-to-fire configuration, shall be considered Category I items. Complete explosive rounds for Category I missiles and rockets.
- 3 Highest sensitivity, Category II Single Handling Condition; Arms, Ammunition and Explosives. These items are not classified. Missiles and rockets that are crew-served or require platform-mounted launchers and other equipment to function. Included in this group are the tube-launched optically tracked weapon (TOW) missile and Hydra-70. Light automatic weapons up to and including 50 caliber and 40mm MK 19 machine guns. Weapon components such as silencers, mufflers, and noise suppression devices will be treated as Category II items. Include the following: a. hand or rifle grenades (high explosive and white phosphorous) b. Antitank or antipersonnel mines (each with an unpacked weight of 50 pounds or less). c. Explosives used in demolition operations, C-4, military dynamite, and TNT with an unpacked weight of 100 pounds or less. d. Warheads for sensitive missiles and rockets weighing less than 50 pounds each. e. The binary intermediates "DF" and "QL" when stored separately from each other and from the binary chemical munitions bodies in which they are intended to be employed. (See Department of Defense Directive 5210.65, Chemical Agent Security Program) for security requirements for other chemical agents.)
- 4 Moderate sensitivity, Category III, Single Handling Condition; Arms, Ammunition and Explosives. These items are not classified. Missiles and rockets that require platform-mounted launchers and complex hardware and software equipment to function. Included in this group is the Hellfire missile. Includes the following items: a. Launch tube and grip stock for the Stinger missile. b. Launch tube, sight assembly, and grip stock for the Redeye missile. c. Tracker for the Dragon missile. d. Mortar tubes up to and including 81mm. e. Grenade launchers. f. Rocket and missile launchers with an unpacked weight of 100 pounds or less. g. Flame throwers. h. The launcher or missile guidance set, or the optical sight for the TOW. i. Ammunition, 50 caliber and larger, with explosive-filled projectile (unpacked weight of 100 pounds or less). j. Incendiary grenades and fuses for high explosive grenades. k. Blasting caps. l. Supplementary charges. m. Bulk explosives. n. Detonating cord. o. Warheads for sensitive missiles and rockets weighing more than 50 pounds, but less than 100 pounds each.
- 5 Low sensitivity, Category IV, Single Handling Condition; Arms, Ammunition and Explosives with this classification are not classified. Includes the following items: a. Shoulder-fired weapons, other than grenade launchers, not fully automatic, b. Handguns, c. Recoilless rifles up to and including 106mm, d. Ammunition with non-explosive projectile (unpacked weight of 100 pounds or less), e. Fuses (other than those for high explosive grenades), f. Illumination, smoke, and CS grenades., g. Incendiary destroyers, h. Riot control agents (100 pound package or less)., i. Ammunition for weapons above, not otherwise categorized, j. Explosive compounds of sensitive missiles and rockets (except warheads), k. Warheads for precision-guided munitions (PGM) weighing more than 50 pounds (unpacked weight).

6	Highest Sensitivity Category I Classification Secret (Note A) Single Handling Condition: Arms, Ammunition and Explosives with a classification of Secret.
7	Highest Sensitivity Category I Classification Confidential (Note A) Single Handling Condition: Arms, Ammunition and Explosives with a classification of Confidential.
8	Highest Sensitivity Category II Classification Confidential (Note A) Single Handling Condition: Arms, Ammunition and Explosives with a classification of Confidential.
B	Highest Sensitivity Category I, Heavy Lift (HL)
C	Highest Sensitivity Category II, Heavy Lift (HL)
D	Moderate Sensitivity Category III, Heavy Lift (HL)
E	Low Sensitivity Category IV, Heavy Lift (HL)
F	Highest Sensitivity Category I Classification Secret (Note A) Heavy Lift (HL)
G	Highest Sensitivity Category I Classification Confidential (Note A) Heavy Lift (HL)
H	Highest Sensitivity Category II Classification Confidential (Note A) Heavy Lift (HL)
K	Highest Sensitivity Category I, Outsize Dimension (OD)
L	Highest Sensitivity Category II, Outsize Dimension (OD)
M	Moderate Sensitivity Category III, Outsize Dimension (OD)
N	Low Sensitivity Category IV, Outsize Dimension (OD)
O	Highest Sensitivity Category I Classification Secret (Note A) Outsize Dimension (OD)
P	Highest Sensitivity Category I Classification Confidential (Note A) Outsize Dimension (OD)
Q	Highest Sensitivity Category II Classification Confidential (Note A) Outsize Dimension (OD)
S	Highest Sensitivity Category I, HL and OD
T	Highest Sensitivity Category II, HL and OD
U	Moderate Sensitivity Category III, HL and OD
V	Low Sensitivity Category IV, HL and OD
W	Highest Sensitivity Category I Classification Secret (Note A) HL and OD
X	Highest Sensitivity Category I Classification Confidential (Note A) HL and OD
Y	Highest Sensitivity Category II Classification Confidential (Note A) HL and OD

CONTROLLED INVENTORY ITEM CODES

NOTE: These CIICs should match the criteria above of no classified, sensitive, ammo or explosives.

ELIGIBLE

I	Aircraft engine equipment and parts
J	Pilferage – Pilferage controls may be designated by the coding activity to items coded “U” (unclassified) by recording the items to “J”
M	Hand tools and shop equipment
N	Firearms
U	Unclassified
V	Individual clothing and equipment
W	Office machines
X	Photographic equipment and parts
Y	Communication/electronic equipment and parts
Z	Vehicular equipment and parts
7	Item displays sensitive information. Before disposal all name plates, label plates, meter face plates, tags, stickers, documents or markings, which relate items to weapons system/end item application, must be removed and destroyed

INELIGIBLE

A	Confidential – Form restricted data.
B	Confidential – Restricted data
C	Confidential
D	Confidential – Cryptologic
E	Secret – Cryptologic
F	Top Secret – Cryptologic
G	Secret – Former restricted data
H	Secret – Restricted data

- K Top Secret – Former restricted data
- L Top Secret – Former restricted data
- O Items contain Naval Nuclear Propulsion information; disposal and access limitations are identified in NAVYSEAINST C5511.32, Safeguarding of Naval Nuclear Propulsion Information. Store and handle in manner that will prevent unauthorized access to this material.
- P Ammunition and explosives
- Q A drug or substance determined by administrator, Drug Enforcement Administration, Department of Justice to be designated Scheduled Symbol III, IV or V under the Controlled Substance Act of 1970 and other items requiring secure storage
- R Alcohol, alcoholic beverages, precious metals or a drug or substance determined by administrator, Drug Enforce Administration, Department of Justice, to be designated Schedule Symbol III, IV or V as defined in the Controlled Substance Act of 1970 and other items requiring secure storage
- S Secret
- T Top Secret
- 1 HIGHEST SENSITIVITY (Category I) – Non-nuclear missiles and rockets in a ready-to-fire configuration (e.g., HAMLET, REDEYE, STINGER, DRAGON, LAW, VIPER) and explosive rounds for non-nuclear missiles and rockets. This category also applies when the launcher (tube) and the explosive rounds, though not in a ready-to-fire configuration, are jointly stored or transported
- 2 HIGH SENSITIVITY (Category II) – Arms, Ammunition and Explosives
- 3 MODERATE SENSITIVITY (Category III) – Arms, Ammunition and Explosives
- 4 LOW SENSITIVITY (Category IV) – Arms, Ammunition and Explosives
- 5 HIGHEST SENSITIVITY (Category I) – Arms, Ammunition and Explosives with a physical security classification of Secret
- 6 HIGHEST SENSITIVITY (Category I) – Arms, Ammunition and Explosives with a physical security classification of Confidential
- 8 HIGHEST SENSITIVITY (Category II) – Arms, Ammunition and Explosives with a physical security classification of Confidential
- 9 Identifies an item as a Controlled Cryptographic Item (CCI). CCI is described as secure telecommunications or information handling equipment; associated cryptographic component, or other hardware item, which performs a critical COMSEC function. Items so designated are unclassified but controlled, and will bear the designation “Controlled Cryptographic Item” or “CCI”.

MAJOR ITEM CODES
(Item must meet dimension and weight standards)

CCP ELIGIBLE

- B Boxed major item

NOT CCP ELIGIBLE

- A Aircraft
- C Vehicle self propelled wheeled
- D Vehicle towed-trailer gun or generators
- E Vehicle self propelled tracked
- F Communications/electrical systems
- G Shop/test/shelter set
- H Watercraft
- 2 Indicates the number of vehicles or trailers that can be secured together for movement
- 3 Indicates the number of vehicles or trailers that can be secured together for movement
- 4 Indicates the number of vehicles or trailers that can be secured together for movement
- 5 Indicates the number of vehicles or trailers that can be secured together for movement
- 6 Indicates the number of vehicles or trailers that can be secured together for movement

- 7 Indicates the number of vehicles or trailers that can be secured together for movement
- 8 Indicates the number of vehicles or trailers that can be secured together for movement
- 9 Indicates the number of vehicles or trailers that can be secured together for movement

NIMH ELIGIBLE

- B Boxed major item
- C Vehicle self propelled wheeled
- D Vehicle towed-trailer gun or generators
- E Vehicle self propelled tracked
- F Communications/electrical systems
- G Shop/test/shelter set
- H Watercraft
- 2 Indicates the number of vehicles or trailers that can be secured together for movement
- 3 Indicates the number of vehicles or trailers that can be secured together for movement
- 4 Indicates the number of vehicles or trailers that can be secured together for movement
- 5 Indicates the number of vehicles or trailers that can be secured together for movement
- 6 Indicates the number of vehicles or trailers that can be secured together for movement
- 7 Indicates the number of vehicles or trailers that can be secured together for movement
- 8 Indicates the number of vehicles or trailers that can be secured together for movement
- 9 Indicates the number of vehicles or trailers that can be secured together for movement